



CWE Store Fixtures

TERMS & CONDITIONS

- Orders require 50% prepayment with Visa or MasterCard, prior to ordering product from the manufacturer. Since it is the customer who is familiar with their product and space, we will not accept responsibility for incorrect orders. Please verify all quotations for accuracy.

NO EXCEPTIONS

- The balance outstanding is to be paid on or before delivery.

NO EXCEPTIONS

- Card Authorization: As part of our credit check, we may request authorization from your card provider for an amount not exceeding the value of your order.

- Lead time: Most orders are shipped within 1-2 weeks.
Average transit time is 2-7 days depending on your location.

Returns

- Returns will not be accepted. NEW OR USED PRODUCT.

NO EXCEPTIONS

Freight Charges

- Merchandise is shipped the best way according to weight and size. Prices are F.O.B. point of manufacturer. Items shipped via Freight Company will be included on your invoice.
- When merchandise is shipped direct to customer location, (drop shipped) all freight will be factored to your door step (curbside delivery). This may include additional fees for shipping to a residence, mall, school, church, or convention center. Lift gate service will also incur additional charges.
- Please note that the delivering Carrier is only responsible to move the shipment to the tailgate of their truck.
- It is up to the receiver to arrange removal from the truck to their building.
 - You may however, for an additional charge, specify lift-gated delivery or inside delivery.

- You may also request the carrier to call 24 hours before delivery so that you may arrange for help at the delivery site for unloading the shipment.
 - Note: Recently, an important change that the carriers have implemented is the Non commercial delivery charge. There will be a minimum of \$50.00 additional charge for deliveries to private residences, apartments, mini-storage units, correction facilities, schools, churches or other locations not generally recognized as commercial establishments.
- If prices quoted are FOB our Calgary location, delivery to the customer's address is extra - COD. The courier will require payment on delivery.

Damages and Shortages

- It is important that you count and inspect all cartons immediately upon receipt.
- Make sure any damage or shortage is noted on the bill of lading before signing.
 - If your order was delivered by truck, **YOU MUST ADD A COMMENT ON THE BILL OF LADING STATING THAT THERE MAY BE CONCEALED DAMAGE DUE TO CRUSHED BOXES.**
 - The claim must be filed directly with freight line within 48 hours.
 - **NO EXCEPTIONS.** Save ALL packing material for inspection.
- CWE will not accept liability for damages caused during transit by a Common Carrier (truck). Our responsibility ends when the freight carrier picks up your merchandise from the manufacturer OR our location.
- The customer must file a claim with Common Carrier to be reimbursed for any damaged goods.
- Some of the carrier can be rough on packages. We all have had experiences waiting for much needed merchandise only to find it damaged upon arrival. We take every precautionary measure to pack your order very well to ensure a safe ride to your location.